

WEEKLY MEDICAID LONG-TERM CARE PROVIDERS CALL MINUTES

Date: April 17, 2019

Time: 11:30 a.m.-12 p.m.

Facilitator: Louisiana Medicaid

Purpose:

The purpose of the conference call series is to provide a forum for long-term care stakeholders to ask Medicaid questions about Medicaid long-term care eligibility issues

Announcements

- We ask that you take all LaMEDS Trusted User Coursemill trainings in 1 day
- Open-line webinars will be held daily for questions starting April 16-29 from 1:00 pm - 1:30 pm
- Claims recycles have been moved to weekly so you will receive payments more frequently.
- An update on the LDH website (www.ldh.la.gov/contactltc), it has been revised so that there are now several different routes you can take to contact us. Once a request has been submitted, you will receive a response back indicating your inquiring was received. Providing all of the requested information will allow for a quicker response back. You will receive a response within 10 days, possibly sooner if all information is provided.
- Provider bulletins will be sent out every two weeks and will be posted on our Provider page as well (<http://ldh.la.gov/index.cfm/page/3584>).

Meeting Discussion

Q. When you register as a trusted provider are you allowed more than 1 login?

A. The satellite location will have 1 login but you will be able to enroll multiple people in your facility. Each person will have to go through the training.

Q. Will Trusted User access allow you to check the status of an application?

A. Yes, it will. You will only be able to see applications you submit but do not resubmit applications as this will only cause delays in processing.

Q. How long do Providers have to learn how to become a LaMEDS Trusted User?

A. There is not a requirement but it is in your best interest to do so. The initial enrollment will take place by the end of this week but we will continue to process request bi-weekly.

Q. Until we enroll can we continue to fax in applications?

A. Yes, you can.

Q. Teams being deployed to facilities, when will this start?

A. It's already started and we are working with Mark Berger on analysis to determine which facilities to visit. Unfortunately we will not be able to visit all of them.

Q. Self-registering for training, it's requiring an access code, where do we get it?

A. On the document, there are instructions but everyone is going to use the same login ID and password for the Coursemill training.

Q. Is there is someone that can be reached out to regarding a person who's having trouble accessing the Provider Portal?

A. E-mail Rebecca.Harris@la.gov and copy Greg.Thronson@la.gov . Be sure to include that person's Provider ID as well.

Q. Are we able to have a user sign up for multiple facilities in the Trusted User Portal?

A. Yes, an individual user could see different facilities.

Q. Is it in the instructions on how to see multiple facilities?

A. It should be, yes.

Q. Is this a different portal than the Provider Portal?

A. Yes, it is different. This is registering on the Partner Portal.

Q. What do we do with the supporting documentation that goes along with an application?

A. You continue to fax it in and but be sure to include the application ID on the supporting documentation when submitting. You can also continue to send in your applications through the LTC Processing Center e-mail or fax but you will not be able to check the status of those applications on-line.

Q. If we can do applications on-line, how do we get the family to sign?

A. This is through the individual giving the facility Authorized Representative authority to sign on their behalf. There's an electronic signature option for the applicant to give their permission for this. If the applicant does not give permission, you can continue to fax the information in.

Q. Is there a print out that walks you through it step-by-step?

A. Yes, the document entitled "How to Enroll as a Trusted User" on the LNHA Resource Library website. The link is on the agenda.

Q. How will we submit copies of bank statements, etc.?

A. You can either fax or e-mail them and they need to come separate. Do not put SSNs on documents, either use the case ID, application ID (starts with T but the number is what's important) plus first and last name, or put the Person ID.

Q. When you upload an application will you get notification it went through?

A. Yes, you will.

Next Meeting

April 24, 2019 – 11:30 a.m.-12 p.m.

Conference Line: 1-888-557-8511; Access Code: 2615676#